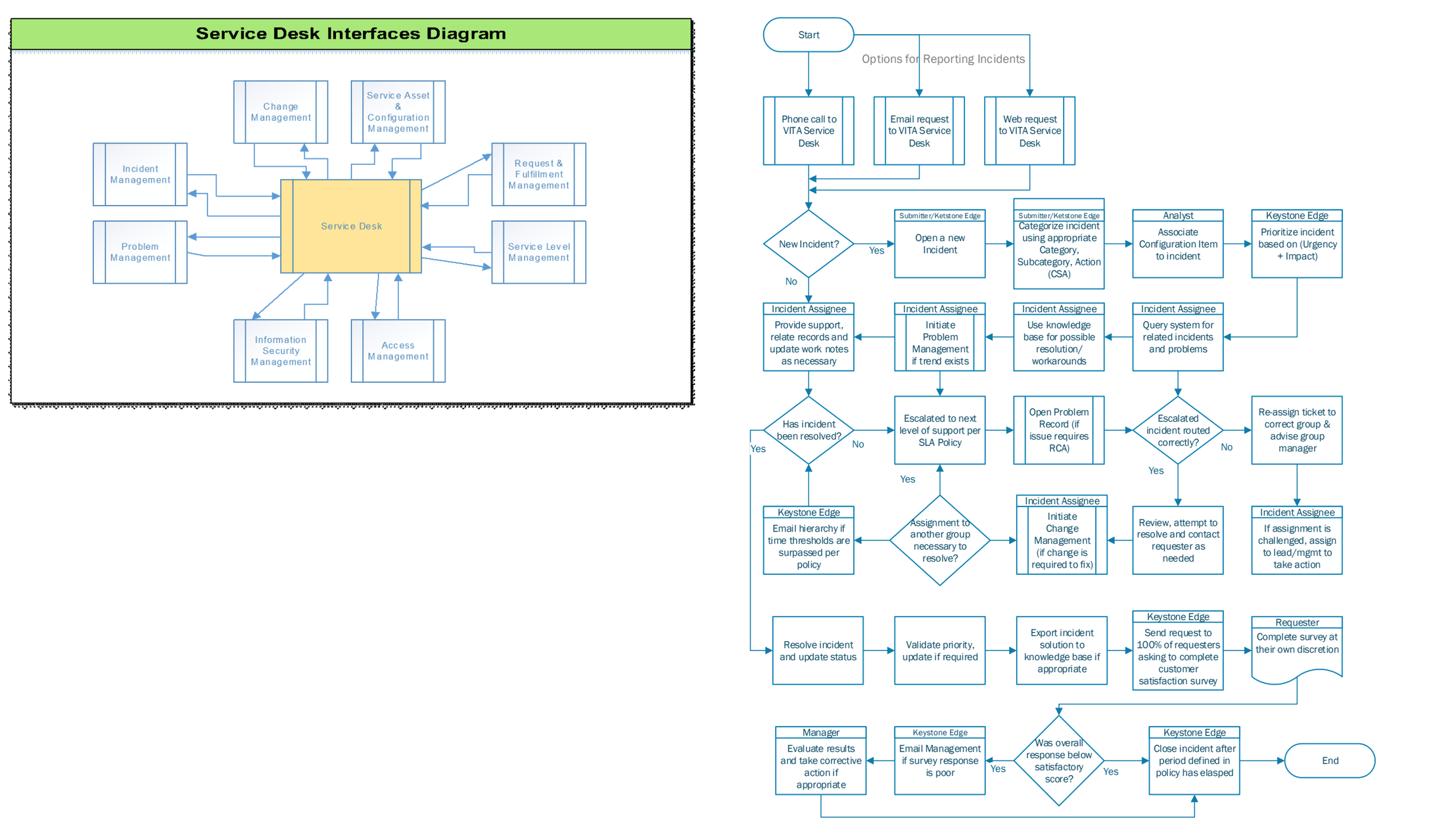
4.1 Common IT Service Lifecycle Processes

SMM 4.1.5 – Service Operation Lifecycle

Processes within this lifecycle phase will facilitate and carry out all activities to deliver and support services. Business values expected are: 1) Reduction of unplanned labor and costs for both IT and VITA supported Agencies through optimized handling of service outages and identification of their root causes; 2) Reduction of the of the duration and frequency of service outages which will allow VITA and the Commonwealth of Virginia to take full advantage of the value created by the services they are receiving; 3) Provide operational results and data that can be used by other ITIL processes to continually improve services and provide justification for investing in ongoing service improvement activities and supporting technologies; 4) Meet the goals and objectives of the Commonwealth of Virginia's security policy by ensuring that IT services will be accessed only by those authorized to use them; 5) Provide quick and effective access to standard services which business staff can use to improve their productivity or the quality of business services and products; 6) Provide a basis for automated operations, thus increasing the efficiencies and allowing expensive human resources to be used for more innovative work, such as defining new ways in which the business can exploit technology for increased competitive advantage.

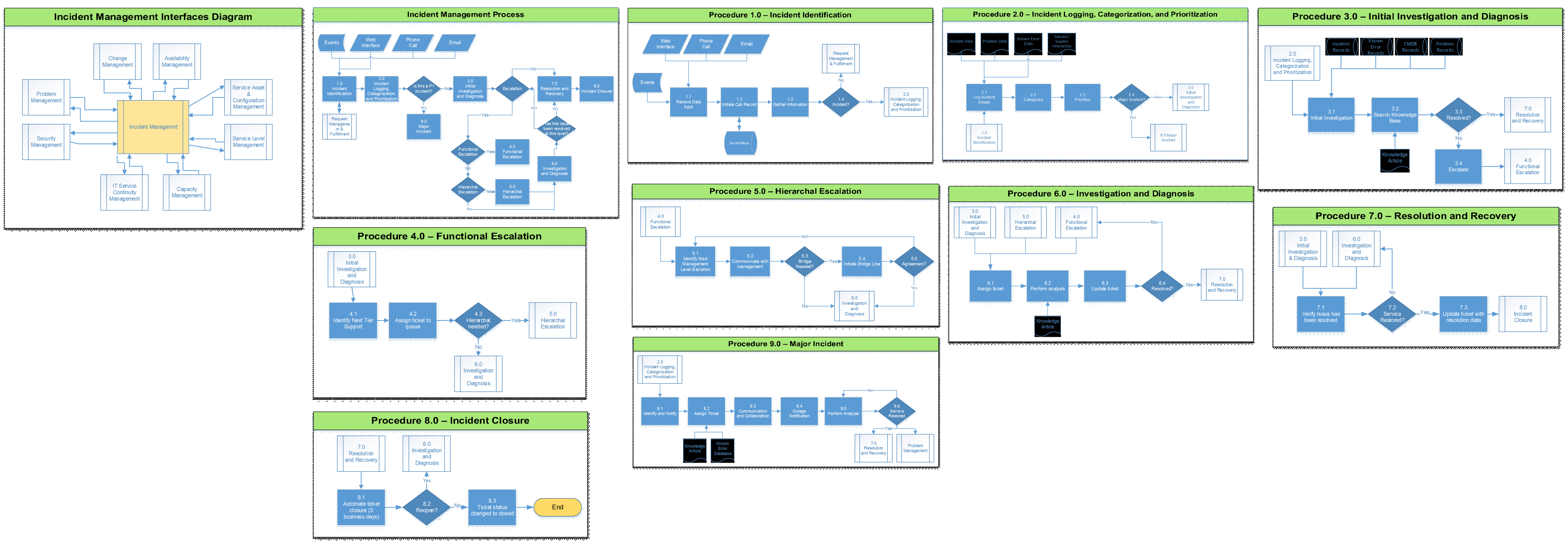
SMM 4.1.5.1 – Service Desk Function

A strategic central "Tower" where IT Incidents and Requests are initiated. Primary functionality is to perform Single Point of Contact (SPOC) services meeting agency customers needs regarding services provided by the ITISP. Supports the primary processes of Incident, Request Management, and Fulfillment Services from the Service Operation Lifecycle Phase. The Service Desk is available 24x7x365 to all participants in the ITISP. The Service Desk will also interact with all cross-functional ITIL process areas as documented within the Service Management Manual (SMM). The primary processes used by the Service Desk include Incident Management (SMM 4.1.5.2), Request Management and Fulfillment (SMM 4.1.5.5), and Knowledge Management (SMM 4.1.4.5). The SPOC is the centralized provider of Tier 1 customer support for all services provided through the ITISP. A core responsibility is the creation and efficient management of all User contacts where contact methods include: 1) a single toll-free telephone number; 2) email; 3) a web based Service Portal. SC includes the capability to perform self-help support including access to an end user Knowledge base (KB) and/or requests for service with automated workflows for efficient direct system entry into the customer side of Keystone Edge. SC requests can also be made from a call or or email to the Service Desk. The Service Desk works as the SPOC for reporting all Incidents, Problems, and Service Requests.



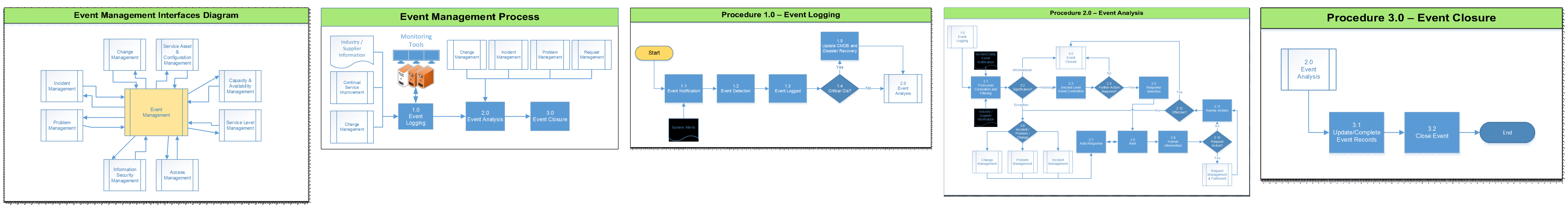
SMM 4.1.5.2 – Incident Management (INCM)

INCM encompasses Incident Management processes deployed across all Service Tower Suppliers (STSs) designed to: 1) restore service as quickly as possible; 2) minimize disruption to COV Customers, its Agencies, VITA; 3) aim for best levels of availability and service quality. Overall process performance will promote complete, transparent, and auditable delivery of service, while establishing clear communications to achieve highest level of user satisfaction. VITAs MSI INCM ensures a standard, ITIL–based method for handling incidents. The established INCM tools and processes, combined with Service Desk (SD) functionality will provide full lifecycle management and resolution of all incidents across all STSs. INCM scope includes the processes, systems, and functions to identify, log, categorize, prioritize, diagnose, investigate, resolve, and close incidents.



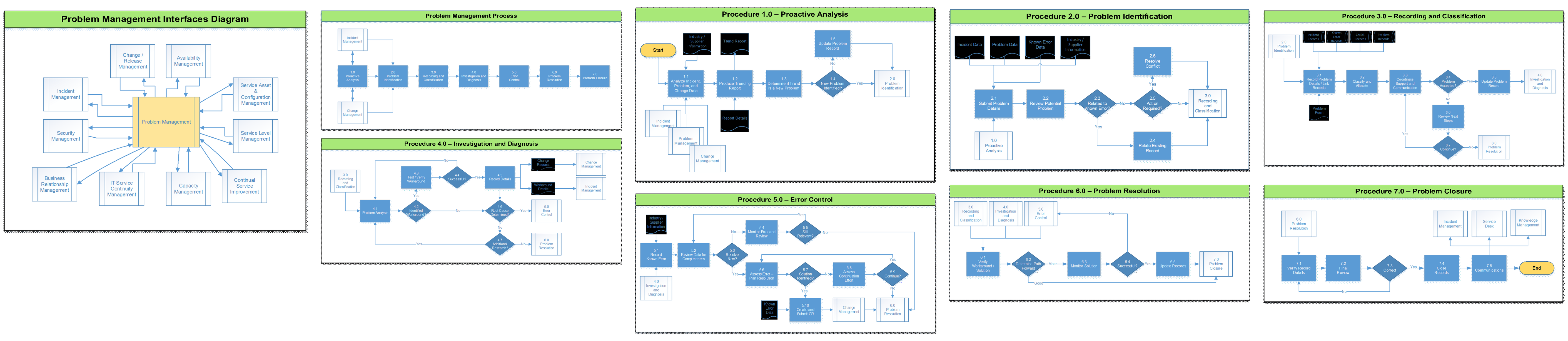
SMM 4.1.5.3 – Event Management (EVTM)

Events are any detectable or discernable occurrence that has significance to the management of the Managed Environment or Customer business. Events are typically notifications from IT services and monitoring tools. EVTM is the process that monitors all events that occur through the infrastructure and detects and appropriately actions, or escalates exception conditions. Goal is to have an end-to-end EVMT process defined across the ITISP services with correlation between Service Tower Supplier (STS) as required to improve proactive response to Incidents and operational issues. EVMT objectives include: 1) STS will provide a means to detect all 'change of state' that have significance for the management of a CI or IT service and report to Incident Management or Request Fulfillment accordingly (direct input/out correlation must be defined); 2) STS will determine the appropriate control action for each event and ensure these are communicated to the appropriate process/functional team; 3) In coordination with the MSI, the STS will identify and document the trigger, or entry point, for the execution of service operations processes and Operations Management activities; 4) STS will monitor the IT systems, infrastructure, environment, alarm systems and environmental controls and take appropriate action to ensure no Event is inappropriately lost or ignored; 5) Provide controls to ensure that monitoring is occurring in the Managed Environment as required (e.g. hardware monitoring from a Service Tower), and escalate areas where monitoring is not occurring to VITA and ITISP Governance; 6) STS will provide the means to compare actual operating performance and behavior against the design standards and agreed upon Service Level Agreements (SLAs); 7) Manage and record all Events in an event log and maintain event log history in compliance with VITA Rules. SAIC will implement Keystone Edge's EVMT Module and deploy the EVMT process. Joint IT Operations Center will host coordination meetings and bridge-calls for event response coordination. The MSI solution includes a team of Incident Commanders to coordinate all actions across suppliers. KSE workflows will initiate an incident, provide notification to critical individuals and stakeholders, and manage resources necessary to maintain IT service, thus minimizing the likelihood of a missed SLA. EVMT scope can be applied to any aspect of Service Management that needs to be controlled and automated. EVMT includes configuration items, some are constant while others change frequently, environmental conditions, and security. EVMT scope is defined within the STSs contracts and will not solely depend on factors such as the ability to automate, the availability of monitoring tools, and organizational policies.



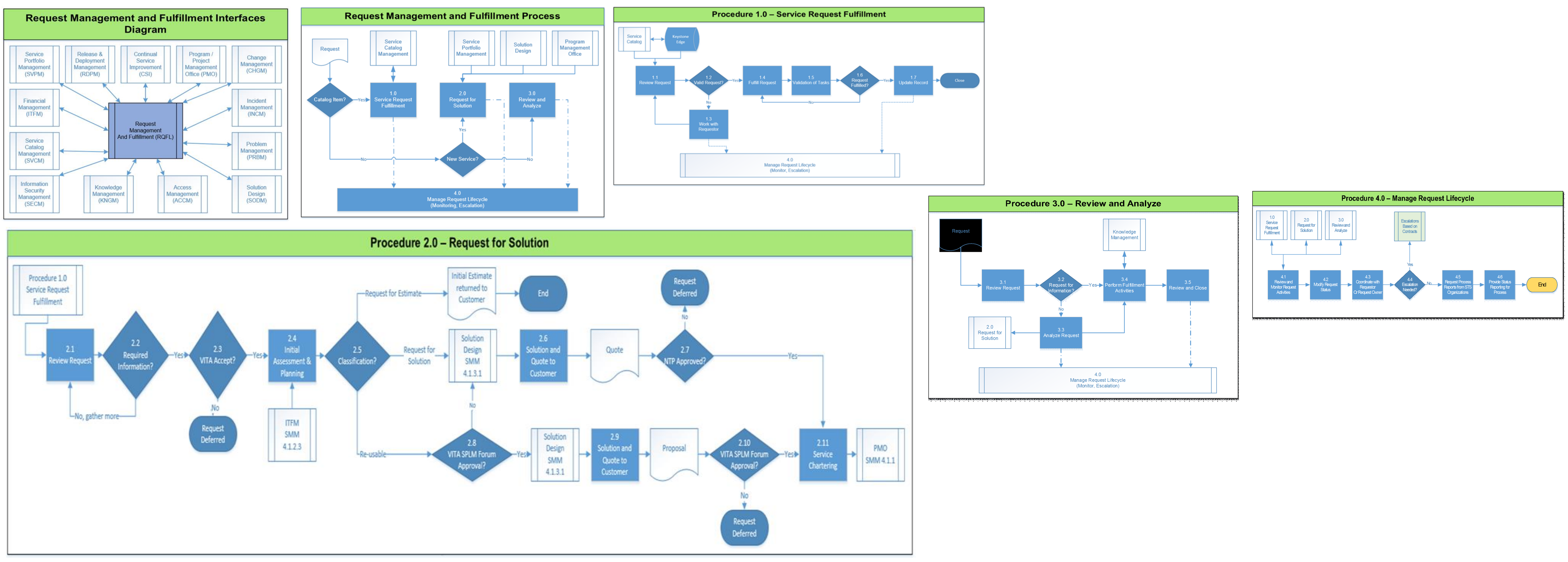
SMM 4.1.5.4 – Problem Management

PRBM objectives are to prevent incidents from happening, and minimize impact of Incidents that cannot be prevented. PRBM consists of proactive and reactive aspects. Proactive PRBM analyzes Incident records, services, and processes and uses data collected from these processes to identify trends or significant problems needing further research. Reactive PRBM responds immediately to the critical incidents that must have a root cause analysis performed. PRBM will minimize the adverse business effects of Incidents and Problems caused by errors in IT infrastructure, applications, systems, processes, and supporting components. And will proactively prevent the recurrence of Incidents and Problems by identifying and eliminating the causes of failure. The Service Desk (SD), VITA, and Problem Management teams will initiate problem investigations based on recurrence of issues, or new issues with unknown resolutions. The approach also systematically correlates all incidents to identify potential defects in the environment. Once such defects are identified, Problem Management personnel will work with Change and Release Management staff to correct deficiencies to minimize the number and impact of incidents. The scope of PRBM includes the activities required to diagnose the root cause of incidents or degradation of service delivery, determining and ensuring the resolution is implemented through the proper control procedures, especially Change and Release & Deployment Management. PRBM investigation will include review of systems, applications, services, and process.



SMM 4.1.5.5 – Request Management (RQFL)

RQFL handles the frequent low-cost, low-risk service requests (planned events) submitted by designated users for IT services. RQFL is also responsible for the proper routing of Requests for New Enterprise Services, Requests for Solutions / Solution Design, and other non-categorized Service Catalog requests. RQFL seeks to fulfill and manage all requests for ITISP related Services from designated Users. Requests are managed from the initial request through fulfillment of such requests via services from multiple sources, such as Service Tower Suppliers (STSs), and Third Party vendors. The RQFL process directs more requests not available for order via a Service Request to the Solution Design Management Process (Service Management Manual or SMM 4.1.3.1) or the Service Portfolio Management Process (SMM 4.1.2.4). RQFL includes two key categories: 1) service requests; 2) solution requests. Service Requests are for standard products and services that are available for order via the service catalog. Examples include, network printer, procurement of a standard product, etc.). Solution Requests are requests to develop either: 1) A service or product to meet a new or changed business requirement, where a design and/or unique combination of existing services or a standard service do not currently exist in the service catalog; 2) A response to a complex request for a combination of services currently existing in the service catalog which require a combined and integrated solution. This may require input and coordination from multiple STSs. Examples include large office relocations or a deployment of a large environment requiring multiple servers and supporting services. A response will include a statement of work outlining the proposed approach and a consolidated customer quote detailing the cost. Request for Solution (RFS) is the process responsible for managing the life cycle of all requests from users for non-standard services that are not available in the Service Catalog. RFS process objectives are: 1) Provide a channel for users to request and receive non-standard services for which a predefined authorization and qualification process does not exists; 2) Provide information to users and customers about the procedure for obtaining non-standard services, and the potential cost, scope, and schedule of delivery of those services; 3) Provide a method for VITA approval of non-standard services; 4) Source and deliver the components of requested and approved non-standard services.



SMM 4.1.5.6 – Access Management (ACCM)

ACCM ensures authorized users are granted access to services under a least-privilege approach. And that unauthorized users are prevented from accessing services. ACCM enables the management of confidentiality, availability, and integrity of data and intellectual property. ACCM executes defined policies and regulations by enforcing decisions to restrict or provide access. It provides authoritative ID of users to grant designated them the right to use a service, while preventing unauthorized access. ACCM's scope includes the processes, systems and functions that covers granting, modifying, and revoking access rights to/from services based on information security policies and service tower requirements. ACCM is the execution of policies and actions defined in information security management policies, enabling management of confidentiality, availability and integrity of VITA's data and intellectual property. ACCM ensures users are given the right to use a service and should be initiated by a service request.